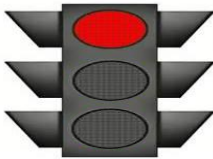
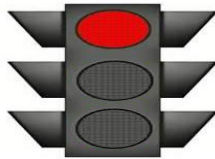
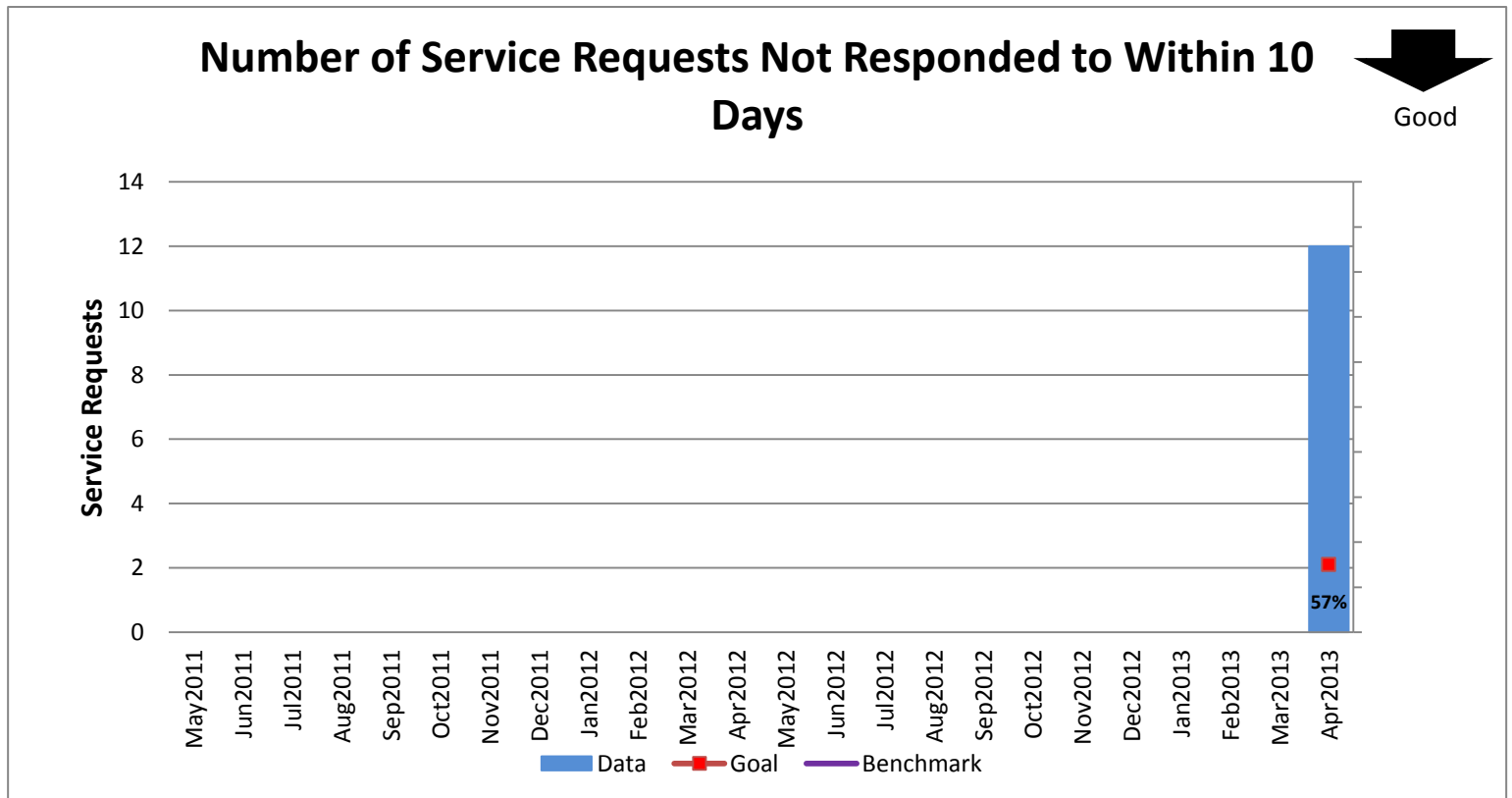


Number of Service Requests Not Responded to Within 10 Days

Public Works & Assets

5/14/2013

Measurement method		Why measure?		What is our goal?	
The number of citizens requesting a response on a service request who reported either "no response given" or the response time was more than 10 days		To determine if we are responding timely to citizens who request a response		To fail to respond within 10 days to 10% or less of customers who request a response	
How are we doing?					
May2012-Apr2013 Monthly Avg Goal	May2012-Apr2013 Monthly Avg		Apr2013 Goal	Apr2013 Actual	
2	12		2	12	
Service Requests	Service Requests		Service Requests	Service Requests	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	



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